

# NESDIS Admin LAN User Survey

This is a survey of the overall performance of both the NSDesk Call Center and NESDIS Admin LAN IT technicians.

For the purpose of this survey please use the following assumptions/definitions:

- NSDesk Call Center/Tier-0/Tier-1 – first point of contact when filing a service desk ticket by calling 1-855-673-3751 or the IT technician accepting an email from [nsdesk@noaa.gov](mailto:nsdesk@noaa.gov)
- NESDIS Admin LAN IT Technicians/Tier-2/Tier-3 – your on-site technicians that accept in-coming IT service desk tickets and will work with you via desk-side service. These technicians may also contact you through accepted remote desktop software and perform requested services for you through this method.

This survey will be instrumental in identifying opportunities to improve your customer experience when filing a service desk request and receiving a completed service desk request.

Your email address ([adrienne.thomas@noaa.gov](mailto:adrienne.thomas@noaa.gov)) will be recorded when you submit this form. Not you? [Switch account](#)

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A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0648-0342. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Adrienne Thomas at

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\* Required

## Demographic Information

What is your staff office? \*

Which city and state is your assigned work duty station located? \*

What do you use for computing at your primary on-site location at NOAA? Check all that apply. \*

- Windows Desktop PC
- MAC Desktop PC
- Linux Desktop PC
- Windows Laptop PC
- MAC Laptop PC
- Linux Laptop PC
- Virtual PC [Citrix or other virtual interface]

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## Service Components Survey

I trust the NESDIS Admin LAN IT service desk to help us fulfill our Federal agency's mission. \*

	1	2	3	4	5	
Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree

How satisfied are you with the overall service from the NESDIS Admin LAN IT service desk? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

How easy was it for you to submit a service desk ticket for the NESDIS Admin LAN? \*

- Extremely Easy
- Easy
- Neutral
- Difficult
- Extremely Difficult
- N/A

Were your needs addressed when you submitted a NESDIS Admin LAN service request? \*

- Yes
- No
- N/A

Were you satisfied with the amount of time it took for you to file a service desk ticket? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

How satisfied were you with the customer service you received from the (Tier-2) service desk technician who supported you locally? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- N/A

How satisfied were you with the technical support you received from the (Tier-2) service desk technician who supported you locally? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- N/A

How would you rate your overall treatment from the on-site NESDIS Admin LAN service desk team? \*

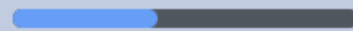
- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

How easy was it for you to complete what you needed to do when interacting with the NESDIS Admin LAN service desk team? \*

- Extremely Easy
- Easy
- Neutral
- Difficult
- Extremely Difficult
- N/A

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## Desktop Services Information

How satisfied are you with your wireless internet access at your primary on-site work location at NOAA (NESDIS Admin LAN)? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

Is wireless internet access required for you to complete your work while you are at your primary on-site location at NOAA (NESDIS Admin LAN)? \*

- Yes
- No
- N/A



Do you have wireless internet access at your primary on-site location at NOAA (NESDIS Admin LAN)? \*

- Yes
- No
- N/A

How satisfied are you with your wireless internet access connectivity at your primary on-site work location at NOAA (NESDIS Admin LAN)? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

How satisfied are you with your NESDIS Admin LAN provisioned desktop and/or laptop? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- N/A

Which currently available NOAA-wide IT tools do you use for your NESDIS Admin LAN workstation? Check all that apply. \*

- Adobe Professional
- AODocs (document management)
- Atlassian Jira (collaboration)
- Cisco WebEx
- Citrix WorkSpace
- ESRI (geographic information)
- GitHub (code repository)
- Google Calendar (scheduling)
- Google Chrome (web browser)
- Google Drive (file storage)
- Google Hangouts (chat and video service)
- Google Sites (web services)
- Internet Explorer (web browser)
- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook (email)
- Microsoft Word
- Mozilla Firefox (web browser)
- Mozilla Thunderbird (email)
- Skype (chat and video service)
- Slack (collaboration)
- Smartsheet

What type of IT tools would you be interested in using if they were available NOAA-wide?

Your answer \_\_\_\_\_

Prior to COVID-19, how often did you telework monthly? \*

- Daily
- 3 to 4 days per week
- 1 to 2 days per week
- Once every two weeks
- Less than once every two weeks
- Never

What do you generally use for computing when you are teleworking? \*

- Government-Issued Laptop
- I use my Personal Desktop and/or Laptop
- I use a Contractor Desktop and/or Laptop

Where are you generally located when you telework? \*

- Home
- Company-provided office space
- Public space

Do you have the tools you need to easily collaborate and share files with non-NOAA partners in other agencies, states, and non-governmental organizations? \*

- Yes
- No
- Other: \_\_\_\_\_

Is the NESDIS Admin LAN Virtual Private Network (VPN) access required for you to do your job when you telework? \*

- Yes
- No
- Other: \_\_\_\_\_

Do you have access to the NESDIS Admin LAN location Virtual Private Network (VPN) when you telework? \*

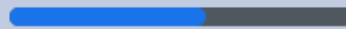
Yes

No

Other: \_\_\_\_\_

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## Desktop Services Information (Continued)

How satisfied are you with your NESDIS Admin LAN Virtual Private Network (VPN) speed and connectivity when you telework? \*

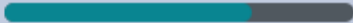
- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied
- Other: \_\_\_\_\_

During the COVID-19 telework surge did you experience any problems with the NESDIS Admin LAN VPN? \*

- Yes
- No
- Other: \_\_\_\_\_

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## Desktop Services Information (COVID)

What issues did you experience with the NESDIS Admin LAN VPN during the COVID-19 telework surge?

Your answer

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\* Required

## Overall Satisfaction

How satisfied were you with the overall customer service experience provided by your local NESDIS Admin LAN IT support? \*

- Extremely Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely Dissatisfied

Please use the space below to provide any additional comments, questions or concerns.

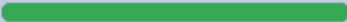
Your answer

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